



UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE
 United States Patent and Trademark Office
 Address: COMMISSIONER FOR PATENTS
 P.O. Box 1450
 Alexandria, Virginia 22313-1450
 www.uspto.gov



Bib Data Sheet

CONFIRMATION NO. 5961

SERIAL NUMBER 10/679,214	FILING OR 371(c) DATE 10/03/2003 RULE	CLASS 379	GROUP ART UNIT 2614	ATTORNEY DOCKET NO. 064198.0176 (T00536)
-----------------------------	--	--------------	------------------------	--

APPLICANTS

Robert R. Bushey, Cedar Park, TX;
 Theodore B. Pasquale, Austin, TX;
 Elizabeth G. Gibson, Austin, TX;
 John M. Martin, Austin, TX;
 Benjamin A. Knott, Round Rock, TX;
 Kurt M. Joseph, Austin, TX;

** CONTINUING DATA ***** *None R&J*

** FOREIGN APPLICATIONS ***** *None R&J*

IF REQUIRED, FOREIGN FILING LICENSE GRANTED

** 12/30/2003

Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	STATE OR COUNTRY TX	SHEETS DRAWING 5	TOTAL CLAIMS 20	INDEPENDENT CLAIMS 3
35 USC 119 (a-d) conditions met <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after Allowance <i>Benjamin J. Knott</i> Verifier and Acknowledged Examiner's Signature Initials				

ADDRESS

31625

TITLE

System, method & software for a user responsive call center customer service delivery solution

FILING FEE RECEIVED 770	FEES: Authority has been given in Paper. No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:	<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit
----------------------------	--	---